February 16, 2009

This communication contains information regarding the First Steps Central Reimbursement Office transition from EDS to CSC Covansys. This document will also be available on the First Steps Website, under the link "What's New?", with the heading "CRO Transition Information". Please direct all questions to: FirstStepsWeb@fssa.in.gov.

● **The CRO Provider Account Management System (PAM) is up and accepting claims, as of 9:00 a.m. EST.** First Steps has received some initial questions, and as a result, want to remind you of the following:

    -- The Username to log onto PAM is the same as the Username you registered on your Online Access Enrollment Form. The email sent to you from CSC Covansys indicated whether the username was your first or second choice, as written on the Access Form.

    -- The email from CSC Covansys will also include your password, which you will then be instructed to change. You may consider copying the password from the email and pasting it into the sign-in page. If typing in the password directly, please ensure that you are using capitals where appropriate.

Please remember to use your new login information for CSC Covansys, NOT the login information you previously used for EDS, as it is no longer valid.

Please re-read your login instructions before calling CSC Covansys or First Steps.

The full Provider Account Management document can be accessed once you have successfully logged into the system. The document provides additional functionality detail and information regarding navigation within the system. You might consider checking this detailed document as a strategy to use before contacting the CSC helpdesk.

● Another common question First Steps has received is regarding where to find the Diagnosis or ICD-9 code:

You should use the ICD-9 or diagnosis code that relates to the service that you are providing. This diagnosis may be one that was obtained as part of eligibility or one that the physician provided directly relating to your service provision. If you are using the code relating to eligibility, you may find the diagnosis written within the IFSP (section 3, page 2), the Physician's Health Summary or on the script from the physician. If you are unable to locate or read the ICD9 code, please email the SPOE with the child's name and DOB, indicating that you are in need of the diagnosis code. Please DO NOT call the SPOE requesting your diagnosis codes. You may have also received instructions from your local SPOE office regarding this.

When selecting between diagnosis codes, you should use the code that best relates to the service that you are providing. If you were provided a more specific diagnosis by a physician, this would generally be the preferred diagnosis code. All diagnosis codes entered into the billing system **must** be provided by a physician.

To note also: Providers will need to know the appropriate place of service for the services they are providing—on site or off site.

● **Authorizations:** Providers will not see new authorizations that were entered between 1/30/09 and 2/16/09 until February 17, 2009 until the system has a chance to load them.

● **Claims Payment Information:** All payments due to providers will be deposited to the bank account that is on file with CSC. There will be no paper payments sent.

Claims that are successfully submitted by 5 p.m. on Tuesday (2/17/09), can expect to have payment made for them this week.

The helpdesk is available 7:30 a.m. to 6:30 p.m. Eastern Time to assist with the Provider Account Management (PAM) claiming system.

As a clarification, providers only need to fill out one Online Access form, unless they are employed as an independent provider and with an agency, at which point they would need to fill out two.

* No CRO Communication Update was sent February 13, as had been previously stated.